glycerol and a C_{8-22} fatty acid, a diester of glycerol and a C_{8-22} fatty acid, and mixtures thereof;

(b) a polyol component;

(c) a cationic emulsifier;

(d) a nonionic emulsifier; and

(e) water, and wherein the nonionic component and polyol component are present in the composition in a ratio by weight of from 2.5:1 to 1:2.5.

16. The composition of claim 15 wherein the composition has a Brookfield viscosity of from 1 to 100 mPas.

17. The composition of claim 15 wherein the nonionic component is present in the composition in an amount of from 1 to 14% by weight, based on the weight of the composition.

18. The composition of claim 15 wherein the nonionic component and the polyol component are present in the composition in a ratio by weight of from 2.0:1 to 1:1.

19. The composition of claim 15 wherein the polyol component is present in the composition in an amount of from 1 to 12% by weight, based on the weight of the composition.

20. The composition of claim 15 wherein at least 90% of particles present in the composition are smaller than 1000 nm.

21. The composition of claim 15 wherein the polyol component is a mixture of glycerol and polyethylene glycol.

22. The composition of claim 21 wherein the glycerol and polyethylene glycol are present in a ratio by weight of from 10:1 to 6:1.

23. A process for softening a paper and/or textile substrate comprising contacting the paper and/or textile substrate with a softening composition containing:

(a) a nonionic component selected from the group consisting of a monoester of glycerol and a C_{8-22} fatty acid, a diester of glycerol and a C_{8-22} fatty acid, and mixtures thereof;

(b) a polyol component;

(c) a cationic emulsifier;

(d) a nonionic emulsifier; and

(e) water, and wherein the nonionic component and polyol component are present in the composition in a ratio by weight of from 2.5:1 to 1:2.5.

24. The process of claim 23 wherein the composition has a Brookfield viscosity of from 1 to 100 mPas.

25. The process of claim 23 wherein the nonionic component is present in the composition in an amount of from 1 to 14% by weight, based on the weight of the composition.

26. The process of claim 23 wherein the nonionic component and the polyol component are present in the composition in a ratio by weight of from 2.0:1 to 1:1.

27. The process of claim 23 wherein the polyol component is present in the composition in an amount of from 1 to 12% by weight, based on the weight of the composition.

28. The process of claim 23 wherein at least 90% of particles present in the composition are smaller than 1000 nm.

29. The process of claim 23 wherein the polyol component is a mixture of glycerol

and polyethylene glycol.

30. The process of claim 29 wherein the glycerol and polyethylene glycol are present in a ratio by weight of from 10:1 to 6:1.

Respectfully submitted,

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